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ACUTA: Association for College and University  
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## ACUTA eNews April 2004, Vol. 33, No. 4

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The Association for Communications  
Technology Professionals in  
Higher Education

# eNEWS

April 2004

Vol. 33, No. 4

SUPPORTING HIGHER EDUCATION INSTITUTIONS IN ACHIEVING OPTIMAL USE OF COMMUNICATIONS TECHNOLOGIES

## Nominate Now for ACUTA Ruth A. Michalecki Leadership Award

The Awards Committee is accepting nominations for the ACUTA Ruth A. Michalecki Award, a program to recognize outstanding leadership among our members. Focusing on leadership is an acknowledgement of the fact that leadership skills are increasingly vital to the communications professional.

The person selected for this award:

- Engages in activities that have produced firm and formal results directly benefiting the ACUTA organization and/or the broader higher education community
- Motivates and fosters collaboration to accomplish goals, objectives, and the mission of their institution while demonstrating exceptional leadership qualities
- Actively participates in and promotes the education, professional development, and mentoring of other professionals
- Demonstrates initiative—the ability to take charge—by creating or developing a program, project, or activity that impacts the community
- Demonstrates leadership in the communications technology industry

"This year's award will focus on applicants who demonstrate exceptional leadership in the communications profession and have made notable contributions that reflect Ruth Michalecki's legacy as a builder of ideas, a visionary, and a leader who enhanced information technology directions for the benefit of higher education," says Jeanne Jansenius, Chair of the Awards Committee.

The Leadership Award will be presented at the awards luncheon on Wednesday, August 4, at the Annual Conference in Chicago. Previous winners include Michael Palladino of the University of Pennsylvania and Patricia Nelson of Cornell University.

To nominate someone whom you feel meets the criteria, complete the nomination form online at <http://www.acuta.org/relation/downloadfile.cfm?DocNum=436> or contact Lisa Cheshire at 859/278-3338 for a fax version.

Deadline for nominations is May 21. Nominees must be ACUTA institutional members, associate members, or corporate affiliates.

ACUTA extends appreciation to PAETEC Communications for sponsoring this award.

Thanks to the sponsor  
of the April eNews



Learn practical cost-cutting strategies for your telecom bills. Join the 22<sup>nd</sup> Annual Telecom Auditing Secrets Conference, May, in Texas organized by CCMI.

Please visit [www.ccmi.com/conferences/auditing](http://www.ccmi.com/conferences/auditing)

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From the President  
**Walter L. Czerniak**  
*Northern Illinois University*

Spring is here, and graduation is near. Most of my time on campus is spent planning the summer upgrades and on long-range planning for how technology will change our campus.

This year's summer changes are both typical and not. Lab upgrades and replacements include the usual upgrade of Microsoft releases and a move to flat screens and smaller footprints for the PCs. This will provide lower heat, more desktop space, and a more up-to-date look for our labs.

We are also finally implementing controlled print in the labs to reduce waste. Long-range planning in this area asks the question, will WiFi replace our labs? Answer: Not this week. Not enough of our students are bringing laptops to campus. But, this will probably change very soon.

On the application front we are getting ready for our FITGAP analysis to begin the installation of the Student Services modules of PeopleSoft to complete our ERP installation program. This will also include portals software and a push to integrate our BlackBoard course management system with the PeopleSoft applications.

NIU also introduced new mapping software on our web pages. One of its many features allows a student to map the distance and walking time to move from place to place on our campus (<http://www.niu.edu/webmap.shtml>). NIU will be adding many new features over the years to this Global Positioning System-based Graphical Information System.

Lastly there is the continuing dilemma in communications. As usual we will add more switched Ethernet ports and extend WiFi to more buildings. We will finally add cell towers and cellular resale to our bag of tricks. But the real question is housing, and when will wireless allow us to remove the wired phones. This conversation comes up yearly and will continue to consume too much time.

First, from a safety and security perspective, cellular must be able to satisfy E911 requirements as well as the landline does today. Secondly, cellular costs still have to come down. While our toll revenues and traffic in general from housing is down, the amount of local on-and-off campus calling is significant and would be very expensive if added to the cell system. In addition to expanding our Ethernet connections to a per-pillow installation, we are getting more involved with entertainment including music and video.

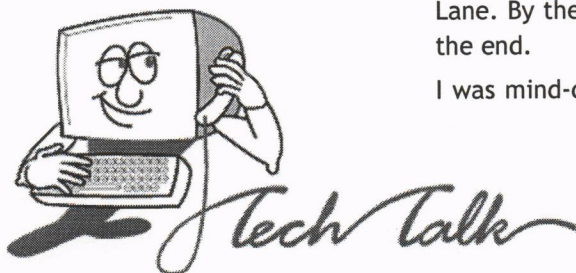
My second career, with ACUTA, continues to be as busy as my paid job. Committees are doing double time carrying out their day-to-day missions and also working off strategic-plan directives. Planning for the 33<sup>rd</sup> Annual Conference in Chicago is just about complete. It's shaping up to be an outstanding conference. ACUTA continues to develop and upgrade our Web presence, add educational opportunities for our members, and commit more of our resources to the understanding and influence of the Washington crowd.

Hope to see you at our April Seminar in Miami featuring *Emerging Technologies* and *Managing IT/Telecom Infrastructure*.



Do Your Colleagues a Favor:  
Invite Them to Become a Part of the ACUTA Network!





by Kevin Tanzillo  
Dux Public Relations

## Here Comes the RAIN

If you can remember the popular '60s band whose song serves as the title for this month's column, you'll hopefully appreciate a quick trip down Memory Lane. By the way, if you can't remember the band, you'll find their name at the end.

I was mind-drifting back about 35 years or so, and thinking what a world of change has happened in that time. Back then, if you said "network," we thought of ABC, NBC, or CBS, since most of us could only get those channels on our black-and-white TV sets. Computing itself was an arcane science that somehow involved stacks of punch cards, and a "hard drive" was a nonstop road trip from Michigan State down to Fort Lauderdale for Spring Break.

As for "storage"—and this is our segue into our Tech Talk topic—it was someplace you stashed your Stuff for a while, so you could travel light as you dealt with college or Vietnam or another of life's adventures.

Now our Stuff is our Data, and it's often part of our job to deal with it, whether the timeframe is intended to be temporary or permanent. If you have had experience with storage, you know that the typical long-term approach is tape backup, with other less archival options available such as disk mirroring, storage area networks, network-attached storage, RAID (Redundant Array of Inexpensive Disks), or outsourcing your storage to specialized service providers.

There is a new approach designed to be less expensive, more convenient, and more distributed and scalable. It is a step beyond RAID, and is known as RAIN, for Redundant Array of Inexpensive Nodes. This strategy could be loosely described as Storage Meets Grid Computing (see the February 2003 Tech Talk column on grid computing).

In a RAIN system, you have a number of servers, each with a terabyte (trillion bytes) or more of storage capacity, that are connected via local area or wide area Ethernet networks. Data is stored among these nodes, and the architecture itself builds in a certain level of offsite data protection for the data created at each of the locations. Specialized software keeps the RAIN nodes communicating, and automatically configures new nodes as they are added to the network.

This software also manages all recovery operations, keeps the storage network intact if a node should fail, replicates data among the numerous nodes, and balances the data load across the nodes. If a node finds a corrupted file, it can work with the other nodes to verify their file replicas and replace the bad file.

Among the touted advantages to a RAIN system are simpler disaster recovery, reliable backups and restorations, long-term data availability, and a level of automation designed to take much of the hassle out of the storage scenario.

With the amount of data increasing exponentially, thanks to imaging applications and much larger everyday files and documents, storage will continue to be an issue for everyone involved with running the network. Watch for similar innovative approaches that are sure to come along to help handle the load. And finally, our band referenced at the beginning of this column was the unforgettable Creedence Clearwater Revival.

*As always, if there are specific topics you would like to see covered in this space, please let me know via e-mail at [kevin@duxpr.com](mailto:kevin@duxpr.com).*



# St. Olaf: College and Phone Company

by Craig Dunton  
St. Olaf College  
Director of Telecommunications

What do a bookstore, a dairy operation, power generation, a public radio station, and a telephone company have in common? Soon they will all be a part of the financial history of St. Olaf College. With approval from the Minnesota Public Utilities Commission on March 11, the college is poised to go into the phone business, providing services to businesses in Northfield, Minnesota, in addition to the campuses we already serve.

St. Olaf is a small liberal arts college with just over 3,000 students, best known for its music program. It will be the first college in Minnesota to start a telephone company since federal deregulation in 1996. We will use the money our new business generates to support the college, just as we have used proceeds from other enterprises in the past.

How did we decide to go into the phone business? Several businesses in town asked us to compete with Qwest, the state's dominant carrier. We already had the necessary switching equipment because we run a private telephone exchange service for St. Olaf, Carleton College, Northfield Hospital, and Shattuck-St. Mary's School, a private residential high school.

Here's a brief history.

In 1986, St. Olaf opened its telecommunications office as a separate office and soon began providing student long-distance service. St. Olaf started self-maintaining the telephone system and station equipment instead of contracting for full-service maintenance. At the time, this was considered very innovative.

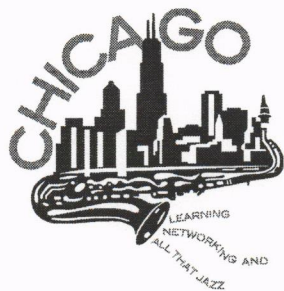
In 1991, St. Olaf established a consortium of 15 private colleges in Minnesota to group our long-distance usage and receive a larger discount.

In 1992, St. Olaf Telecommunications started producing long-distance billing, designed and installed their new switchroom and office area, and maintained the telephone system for Gustavus Adolphus College in St. Peter, MN.

In 1994, St. Olaf helped Bethany Lutheran College design and implement the building of their new switchroom and the rewiring of the campus. St. Olaf also started providing long-distance billing and telephone maintenance, and started and merged the telecommunications offices. In September of '94, the telecommunications offices of St. Olaf and Carleton College merged.

In 1996, we built our own microwave system from St. Olaf in Northfield to Minneapolis, and from St. Olaf to Carleton College. This system not only connects us to the Minneapolis area and connects the three PBXs together, it also saves us \$29,000 per month in access and long-distance charges. It also affords the campus an alternate routing option in case of the failure of the Qwest facility or equipment.

In 1997, we merged the telecommunications office at Shattuck-St. Mary's School in Faribault into the St. Olaf and Carleton telecommunications office. At the same time, we purchased together and now share a common voice mail system. In 2003, we merged the Northfield City Hospital into our shared group. The shared telecommunications office model allows all of us to benefit from group purchasing of long distance, maintenance, telephone supplies, and telephone equipment. It is not a strict consortium or outsourcing; it is a combination of both. When we are on each campus our primary focus is what is best, telephony-wise, for that campus. We have established long-term relationships with vendors that allow all sites to make use of the total buying power of the group, even on a piece-by-piece purchase. For example, we now pay less for a single 1,000 foot



33rd Annual  
Conference & Exhibition  
August 1-5, 2004  
Sheraton Chicago



roll of Cat 5E cable than the local cabling vendors do when purchasing hundreds of thousands of feet. This is a huge cost savings.

The same applies to the sharing of technical employees and the management of each site. Each site has access to two full-time technicians. Currently St. Olaf and Carleton could justify only one technician each. With the sharing plan both campuses now have access to both technicians.

St. Olaf is the only telecommunications office in the country to provide four-site, nonaffiliated telecommunication operations and management as a shared group. We provide a host of services to our constituents, including the following:

- Dial tone
- Long distance
- PBX maintenance
- Operator service
- E911/Public safety dispatch
- Billing
- Installation service
- Repair service
- Cable TV headend and plant
- Planning/Engineering
- Microwave access
- Education
- Trenching services
- Splicing services (fiber, copper, coax)

The CLEC or telephone company is just a natural extension of the services we currently provide to each campus privately. We will now be able to go out into the Northfield community and provide the same services to the public. It provides a telephone service alternative. When we built the building we are presently in, enough space was provided to house the Lucent Class 5 switch. The business office and billing services will be handled by our present office employees along with the existing technicians. It also gives us a new revenue source that will allow the telecommunications office to be self-sufficient plus return money to the campus for the core mission of the college, the students' education.

Ken Bank, President and CEO of the Northfield Hospital, feels the convenience of having a local phone company that is really local will offer them a great deal of flexibility and responsiveness. There are currently an additional five businesses in Northfield that would like to subscribe to our services. Once we complete price negotiations with Qwest for our interconnection to them as a telephone company and prices to connect other customers in Northfield when we must lease their wires, we will be in business. We are also considering the placing of our own cable plant to businesses with our own staff when it is feasible.

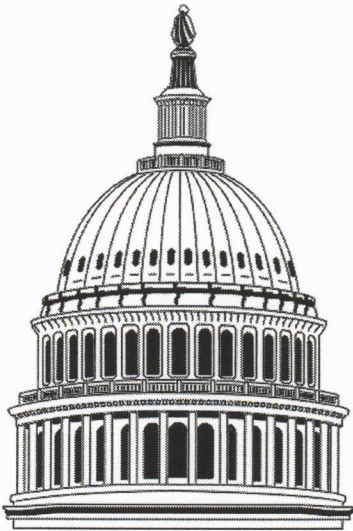
In addition, staff has volunteered hundreds of hours with local churches, summer camps, Life Line, and the elderly, helping with, planning for, and installing telephone services and equipment. The entire multi-site telecommunications staff gathers each week for the "safety meeting." We have taken an innovative approach to getting everyone together and to work as a single, seamless team. The meetings consist of a 20-minute video covering safe work practices with a ten-question test and a ten-minute video covering the highlights of a "town of the week" in the United States. In addition, each team member is given a telephone question and has one week to find the answer. These questions cover the whole 128-year history of the telephone. The end result is that everyone is drawn together as a team.

## ACUTA Calendar

### 2004

Spring Seminars	April 18-21	Miami Beach, FL	Wyndham Resort
Regional Workshop	June 17	Kerhonkson, NY	Hudson Valley Resort
Annual Conference	August 1-5	Chicago, IL	Sheraton Hotel & Towers
Fall Seminars	October 24-27	St. Louis, MO	Hyatt Regency





## D C Update

Whitney Johnson  
Northern Michigan University  
(Retired)

### More on Legislation Update

As we mentioned last month, discussion is showing up at high levels around the Capitol about the need to make changes to the 1996 Telecommunications Act.

On February 24th FCC Chairman Powell spoke at the Senate Commerce, Science, and Transportation Committee hearing on VoIP issues. He said that the Commission was starting to "hit a wall in its ability to regulate the telecom industry, given the parameters of the Telecommunications Act of 1996," and indicated that the need for a revised act was becoming increasingly critical. "There is going to have to be a statute in the future that recognizes these dramatic technical changes and gets us out of [the limitations] of the '96 act," he stated. (*Telecommunications Reports* (TR) 3/1/04)

Several Senators at the meeting indicated that they also realized that the Act needed changes. Senator McCain (R, AZ) indicated that this particular hearing would be the first in a series of hearings this year on telecom issues as the committee looks at the need to rewrite the 1996 act.

Social issues' related to VoIP, including 911 service and universal service, Internet taxation and regulation, and even AT&T's petition on its phone-to-phone VoIP service, all received attention; but the hearing broke little new ground, according to *Telecommunications Reports*.

### Triennial Review Order

Since its release in mid August 2003, much of what is happening with the TRO seems to be in the courts. "The tough questions offered up by judges with the U. S. Court of Appeals in Washington has led most telecom industry observers, including FCC Commissioner Kathleen Q. Abernathy, to predict a remand of the unbundled network element platform (UNE-P) provisions of the FCC's 'triennial review' order." (TR 2/15/04)

The true meaning and certain implementation aspects of the order are also still under consideration. There is discussion within the industry as to whether those who do not get what they are fighting for in the Washington Court case will make an appeal to the Supreme Court. It looks like it will be several months before these issues will be solved and the TRO will go into effect.

### VoIP

This is the big issue in the telecom press for the last month. The law firm of Wiley Rein & Fielding (WRF) has put together two reports for ACUTA regarding VoIP issues. "VoIP at the Crossroads" and "IP-Enabled Services Notice of Proposed Rulemaking" are both available to members on the ACUTA website.

An ACUTA Alert was e-mailed 3/25/04 to ACUTA members summarizing the WRF documents in about two and a half pages. The two reports by WRF were in much more detail and much longer. The Alert also gives the FCC website address where the NPRM can be found and also the detail to get to the WRF document on the ACUTA website.

### Broadband on Power Lines?

According to *The Telecom Manager's Voice Report* (VR 2/23/04), the FCC had issued a proposed ruling that seeks to extend broadband over power lines (BPLs),

thereby making high speed data service available in rural and underserved parts of the country. Operators will have to be careful and avoid using frequencies that interfere with existing users. These existing users likely include ham

### For More In-Depth Coverage of Legislative & Regulatory Issues:

ACUTA members may read about the latest developments in telecommunications and Internet-related issues in the most recent **Legislative and Regulatory Update**, an electronic newsletter prepared monthly by Wiley, Rein & Fielding. Access this newsletter at <http://www.acuta.org/relation/DownloadFile.cfm?docNum=309>



radio operators and the public safety service areas. The FCC ruling suggests that a public database be developed that will let the operators solve the interference problems that may show up.

The FCC also said its proposal would let utility companies manage the power grid, boosting network reliability.

This seems to be another item of growing interest in the telecom industry and now the FCC appears to support broadband service over the utility networks.

#### **Internet Taxes**

As a few states begin to tax some of the Internet services, more are looking into the idea. All states need more ways to increase the state revenue, and this may be a good one.

A bill was passed a few years ago that did not allow taxing of the Internet, but that bill expired five months ago on November 1, 2003. There are now at least two bills in the Senate on this issue. One (S 2084) would provide a two-year moratorium on Internet taxes, and the other (S 150) would impose a permanent moratorium. S 150 was introduced early in this legislative session and S 2084 was recently introduced. The two bills are increasingly at odds with a vigorous debate expected if either reaches the floor of the Senate.

The two-year term bill is opposed by many of the telecom companies since they support the permanent ban on Internet taxes. One governor indicated that S 150 would cost his state \$100 million a year in lost tax revenue.

Another governor indicated that "The issue that the governors are concerned about is not taxes they might add. It's \$20 billion in telephone taxes they're already collecting, which they might not be able to collect." (TR 3-1)

#### **Suing the Spammers**

One of the Internet Service Providers, EarthLink Inc., has taken legal action against a multistate spam ring that engaged in a massive scheme of theft, spamming, and spoofing. The complaint has been filed in the U. S. District Court for the Northern District of Georgia. EarthLink has identified 16 individuals and corporations in California, Florida, Michigan, Nevada, and Tennessee that have allegedly blasted out more than 250 million junk e-mails.

Since "spam imperils the integrity of the Internet, EarthLink is aggressively pursuing litigation, technical solutions, consumer education, and legislative support," says *Telecommunications Reports* (TR 3/1/04). They have found that the defendants have "used a hierarchy of false names, false addresses, and nonexistent corporate entities to hide the involved individuals." They also indicate that the defendants have used stolen or falsified credit cards and other illegal avenues to fraudulently buy Internet accounts and then send them out via e-mail.

It would be great if other ISPs would join with EarthLink and find a lot more of those that are out there stealing money in so many ways from the unsuspecting population.

## **The Press Room Is Open**

Have you visited the Press Room? In January we announced a new service to our members: a press room where members—schools or companies—can post press releases about promotions, new products, address changes, and lots more. If you haven't checked it out lately, visit our website today and see what you've missed! <http://www.acuta.org/relation/downloadfile.cfm?docnum=838>



# 5 Ways to Keep Your PBX Running Strong

**1. Clear dust from the fan filters.** The interval at which you should clear out the filter depends on how long it takes to get dirty in your environment, says Fred McClintic of McClintic Communications. But it's simple to do and can help you sidestep problems further down the road.

**2. Store your PBX in a cool, dry place.** Switches are hardy pieces of equipment, but excessive temperature and humidity may do damage to the electronics, says Gary Rosenberg, telecom director at heating and cooling firm Nordyne of O'Fallon, MO.

**3. Use a UPS to "clean" the power supply.** If you simply plug your switch into the nearest outlet, your equipment is exposed to harmful electrical surges. Rosenberg advises installing an uninterruptible power supply (UPS) to smooth out the kinks.

While you're at it, make sure your batteries are at full power, too. "It does little good to have a backup system initially purchased for eight hours of backup if the batteries have deteriorated to the point where they can only provide one hour of power," McClintic points out. Telecom manager Jim Fraatz of the Philadelphia Museum of Art concurs. When a power outage hit his building, Fraatz found out too late that his batteries weren't fully charged. It cost the Museum \$10,000 to replace the battery system. In his next service contract, Fraatz plans to include a battery check as part of the routine service maintenance.

**4. Never poke around in the backplane.** There are no serviceable items on the backplane except cable connectors to bring wires from the PBX to the frame, says Rosenberg. However, the backplane does have exposed contacts and densely-packed circuits that can easily be damaged.

**5. Swap out at least one part every month.** By getting on a regular schedule of cycling parts into and out of your switch, you can ensure that your spare parts are in good working order. For example, Chip Powell of the California Office of Legislative Counsel takes out his PBX's tone clock and announcement card once a month, alternating them with the ones in his crash kit.

*Reprinted with permission from The Telecom Manager's Voice Report, March 22, 2004. For subscription information, call 888/287-2223.*

## Board Report March

The ACUTA Board of Directors met via conference call on March 4, 2004.

The Board approved the following appointments to the Legislative/Regulatory Affairs Committee: Chris Peabody, LR Kimball Associates (filling his previous unexpired term) and Randy Hayes for one additional year as chair, beginning August 6, 2004.

The Board approved the location and hotel for the 2006 Annual Conference at the Manchester Grand Hyatt Hotel in San Diego, California.

The following R&D requests from the Program Committee were approved:

- a. Production of an instructional CD designed as a preparatory for voice professionals who are being moved into a converged network environment.
- b. A workshop on Facilitation Skills will be included as a preconference seminar at the Annual Conference. The goal is to train members to facilitate discussion at some ACUTA seminar sessions as an alternative to straight lecture format.

President-Elect Tamara Closs began the process of updating the Policy and Procedure Manual. She updated many items and will finish the process ~~in two weeks~~ *in April*.

Executive Director Jeri Semer reported that the budget process is underway for the next fiscal year which begins October 1, 2004.

Immediate Past President Jeanne Jansenius reported that March 29 will be the final call for Board nominations.

The next Board meeting will be April 17, 2004.



**BOARD OF DIRECTORS**

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President-Elect ..... Tamara Closs, Georgetown Univ.  
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Immed. Past Pres. . Jeanne Jansenius, Univ. of the South  
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Membership ..... Buck Buchanan, Florida State Univ.  
Prog./Educ. .... Riny Ledgerwood, San Diego State Univ.  
Publications ..... James S. Cross PhD, Mich. Tech. Univ.  
Vendor Liaison ..... Sandy Roberts, Wellesley College

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Manager, Corp. Relations & Marketing ..... Amy Burton  
Meetings Manager ..... Lisa Cheshire, CMP  
Membership Development Manager ..... Kellie Bowman

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## Register for Regional Workshop

**Topic**

**The Challenges of VoIP**

**Presenter**

**Gary Audin, Delphi, Inc.**

Thursday, June 17

Hudson Valley Resort & Spa  
Kerhonkson, NY

## Welcome New Members

### Institutional Members

**Auckland University of Technology**, Auckland, New Zealand. T4

<http://www.aut.ac.nz>

Calum MacLeod, Technology Services Manager, 6-49-917-9774

**Nicolet Area Technical College**, Rhinelander, WI. T1

<http://www.nicoletcollege.edu>

Corie Kettner, Facilities Coordinator, 715/365-4669

### Corporate Affiliate Members

**COPPER MEMBERS**

**ADC**, Eden Prairie, MN

<http://www.adc.com>

Laura Whipple, Sr. Manager, Marketing Comm., 952/403-8703

We help the world communicate, supplying network equipment, software solutions, and integration services for broadband, multiservice networks that deliver data, video, and voice over telephone, cable TV, Internet, broadcast, wireless, and enterprise networks.

**ADTRAN**, Huntsville, AL

<http://www.adtran.com>

Ron Wicks, Marketing Manager, 256/963-8875

ADTRAN offers high quality, low cost networking solutions for higher education. ATLAS for VoIP networking, DSLAM's, TRACER point-to-point wireless, OPTI for fiber/SONET, and NetVanta Ethernet Switches, IP Routers, and Firewall/VPN equipment.

**South Supply**, Lancaster, SC

<http://www.southsupply.com>

Darren Johnson, GSA Account Manager, 803/285-6024

South Supply is a small business/ GSA schedule holder specializing in new and refurbished Nortel telecommunications hardware. We maintain over three million dollars worth of inventory which includes everything from headsets to complete systems.



The first ACUTA regional workshop, held March 10 in Baltimore, was a great success. Evaluations included many positive remarks, including these comments from one attendee: "Truly an excellent value and an even better opportunity to intermingle with colleagues aiming toward the same goals."

Now ACUTA is bringing this program to New York State. If you live in New York or nearby states, please join us on June 17 at the Hudson Valley Resort and Spa in Kerhonkson to hear about "The Challenges of VoIP."

The primary instructor will be Gary Audin, whose educational sessions at ACUTA meetings are always well-received. We'll have a panel of ACUTA members who will share their experiences with VoIP on their campuses. We'll also have a corporate presentation sponsored by Bluesocket.

The regional workshops are being piloted this year to serve the educational needs of more members, especially those with limited travel budgets. The New York workshop will follow immediately after the SUNY Technology Conference, at the same hotel, allowing you to participate in both meetings without additional travel expense.

More information about the agenda and registration is available on the ACUTA website at <http://www.acuta.org/Relation/downloadFile.cfm?DocNum=869>